ROUGH HAY SURGERY

PATIENT PARTICIPATION GROUP MEETING

29.05.2025 MINUTES

ATTENDEES: LBE, JL, MW, LG, KN

MEETING OPENED: 11.00

ITEM 1: IPC inspection passed with 98% pass rate

ITEM 2: New Receptionist VB introduced this month

ITEM 3: NHS App pop in 26th June will be held in the morning and patients can book 15 minute slots for advice. PPG discuss groups it may be beneficial to invite and agree on over 65’s and patient groups on multiple repeat prescriptions. None of the PPG group currently use the NHS app.

ITEM 4: Last week had contract monitoring inspection, awaiting action plan.

ITEM 5: JL discusses Breast cancer awareness month board information has been displayed and breast screening invites will be sent to patients. PPG confirm some have had invites and been for screening. JL says she follows up bowel screening invites with TC which is helping the increase as majority of the patients are asking for test kits to be resent.

ITEM 6: FFT – discussed recent friends and family feedback and will make a FFT notice board to show patients feedback is being read. PPG group look at FFT results from 2023-present and discuss how constructive criticism is helpful to the practice.

A.O.B

LBE explains purpose of freedom to speak up guardian for staff to have external reporting system which is displayed on staff board in practice and how we have ensured to celebrate our staff on special events. PPG talk about how this is important for staff wellbeing and look at the new staff board in the staff room which they say is good for staff wellbeing and the garden area which is available to them if they need to take time out to support mental health as PPG discuss lives have changed for a lot of people since covid and MH support is imperative to employees.

MW has taken over a local bingo club she feels helps the community MH as it it somewhere for people to socialise. She shares this with the group and agrees to share leaflets with the practice and post office for the local patients/community.

LG discussed differnces in power of attorney as was not aware before of different types medical/financial.

MEETING CLOSED: 11.25 pm

NEXT MEETING: 14th August 2025 11am